

# Department of Workforce Services Clerical Skills Testing Information








## PRE-EMPLOYMENT TESTING

Pre-employment testing instruments accurately measure skill proficiency and potential job performance. Employers should ensure that use of a specific test does not discriminate against any potential applicant and that the test measures the actual skills required for job performance. Tests are best used when viewed as one of the qualifications, along with other requirements for the application process. DWS no longer administers a spelling test.

## DWS CLERICAL SKILLS PROFICIENCY TESTS

Every DWS Employment Center in the state offers and administers the following QWIZ, Inc. computer-based clerical skills proficiency instruments. These instruments measure skill ability for job performance.

-  Data Entry Test
-  Ten-Key Test
-  Type Test
-  Software Skills Test
-  Standard Business Letter Assessment\*\*

\*\* The Standard Business Letter is a self-assessment instrument available to job seeker's to evaluate, practice and improve their skills and abilities. DWS does not provide results and/or scores for this instrument.

## TEST SCORES & INTERPRETATION

Jobs can vary by office and by business, so employer's need to establish individual standards with regard to interpreting test scores. These standards should be based on their respective employment needs and legal considerations. Test scores should be interpreted in the context for which they are being measured. Test results are only useful if they measure knowledge and skills required in order to successfully perform the job for which employers are recruiting. With these clerical proficiency tests both speed and accuracy should be considered when assessing an applicant's ability and potential to perform the job. Test scores are not intended for use as sole criteria to recommend or not recommend an applicant for an employer's job opening. Test results can be used as one tool to assist employers with conducting the interview and evaluation process. Your decision should not be based solely on the results of this or any other similar report.

## OTHER TESTING RESOURCES

**America's Career Info Net** online at <http://www.acinet.org/acinet/library.asp?category=1.7#1.7.4> is monitored by the Department of Labor and includes information regarding employment tests, assessment guides and additional information regarding tests beyond the scope of DWS.